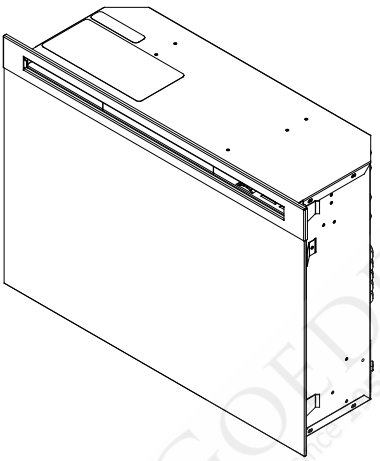
Dimplex®

Better solutions through innovation



Owner's Manual

Model
DFG2562
DFG253A

GOEDEKER'S
Trusted since 1934

IMPORTANT SAFETY INFORMATION: Always read this manual first before attempting to install or use this fireplace. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

To view the full line of Dimplex products, please visit www.dimplex.com

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Table of Contents

Welcome & Congratulations 3

Important Instructions. 4

Installation 7

Operation 10

Maintenance. 13

Warranty. 15

Replacement Parts 18

GOEDEKER'S since 1951

Always use a qualified technician or service agency to repair this fireplace.

! NOTE: Procedures and techniques that are considered important enough to emphasize.

CAUTION: Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

WARNING: Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

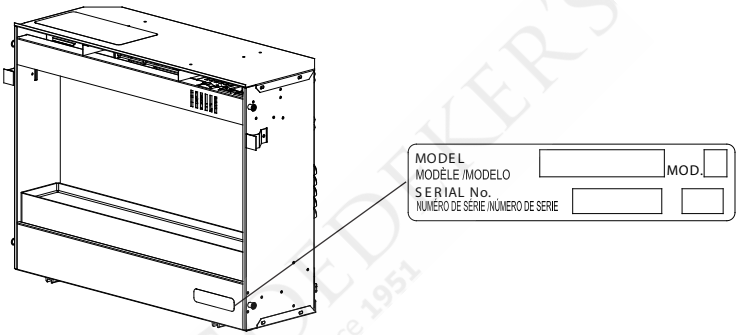
Welcome & Congratulations

Thank you and congratulations for choosing to purchase an electric fireplace from Dimplex, the world leader in electric fireplaces.

Please carefully read and save these instructions.

⚠ **CAUTION:** Read all instructions and warnings carefully before starting installation. Failure to follow these instructions may result in a possible electric shock, fire hazard and will void the warranty.

Please record your model and serial numbers below for future reference: model and serial numbers can be found on the Model and Serial Number Label of your fireplace.



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STOP **NO NEED TO RETURN TO THE STORE**

Questions with operation or assembly? Require Parts Information?
Product Under Manufacturer's Warranty?

Contact us at: **www.dimplex.com/customer_support**
For Troubleshooting and Technical Support

OR **Toll-Free 1-888-DIMPLEX** (1-888-346-7539)
Monday to Friday 8:00 a.m. to 4:30 p.m. EST
Please have your model number and product serial number ready. (See above)

⚠ IMPORTANT INSTRUCTIONS

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

① Read all instructions before using the electric fireplace.

② The heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. The trim around the heater outlet becomes hot during heater operation.

③ Extreme caution is necessary when any heater is used by or near children or invalids and whenever the unit is left operating and unattended.

④ Always unplug the electric fireplace when not in use.

⑤ Do not operate any heater after it malfunctions. Disconnect power at the service panel and have the heater inspected by a reputable electrician before reusing.

⑥ Do not operate any unit with a damaged cord or plug, or if the heater has malfunctioned, or if the electric fireplace has been dropped or damaged in any manner, contact Dimplex Technical Service at 1-888-346-7539.

⑦ Do not use outdoors.

⑧ The electric fireplace is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate heater where it may fall into a bathtub or other water container.

⑨ Do not run the cord under carpeting. Do not cover cord with throw rugs, runners, or the like. Arrange cord away from traffic area and where it will not be tripped over.

⑩ To disconnect the unit, turn the controls off, then remove the plug from the outlet

⑪ Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage to the heater.

⑫ To prevent a possible fire, do not block air intake or exhaust in any manner.

⑬ All electrical heaters have hot and arcing or sparking parts inside. Do not use in areas where gasoline, paint, or flammable liquids are used or stored.

⑭ Do not modify the electric fireplace. Use it only as described

QUEBEC'S since 1951

⚠ IMPORTANT INSTRUCTIONS

in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.

⑮ To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not change the plug in any way.

⑯ Always plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).

⑰ Do not burn wood or other materials in the electric fireplace.

⑱ Do not strike the fireplace glass.

⑲ Always use a certified electrician should new circuits or outlets be required.

⑳ Always use properly grounded, fused and polarized outlets.

㉑ Disconnect all power supply before performing any cleaning, maintenance or relocation of the unit.

㉒ When transporting or storing the unit and cord, keep in a dry place, free from excessive vibration and store so as to avoid damage.

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CAUTION
RISK OF ELECTRIC SHOCK
DO NOT OPEN
NO USER-SERVICABLE PARTS INSIDE

SAVE THESE INSTRUCTIONS

⚠ IMPORTANT INSTRUCTIONS

! **NOTE:** This equipment has been tested and found to comply with the limits for Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Operation is subject to the following two conditions: (1) this device may not cause interference and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

⚠ **WARNING:** Remote control contains small batteries. Keep away from children. If swallowed, seek medical attention immediately.

⚠ **WARNING:** Do not install battery backwards, charge, put in fire or mix with used or other battery types - may explode or leak causing injury.

! **NOTE:** Changes or modifications not expressly approved by the party responsible for compliance could void user's authority to operate the equipment.

COMFORT SYSTEMS USA since 1951

Installation

WARNING: Ensure the power cord is not installed so that it is pinched or against a sharp edge and ensure that the power cord is stored or secured to avoid tripping or snagging to reduce the risk of fire, electric shock or injury to persons.

WARNING: Construction and electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electric shock and injury to persons.

WARNING: Do not attempt to wire your own new outlets or circuits. To reduce the risk of fire, electric shock or injury to persons, always use a licensed electrician.

WARNING: To reduce the risk of fire, do not store or use gasoline or other flammable vapors or liquids in the vicinity of the heater.

CAUTION: Clearance for air circulation beneath the fireplace insert is provided by 2 rubber feet.

Do not install the fireplace insert directly on carpet or similar surfaces which may restrict air circulation.

CAUTION: If installing the fireplace in a carpeted area, place a one-piece, solid, flat surface under the fireplace. Ensure that both of the feet rest securely on this surface.

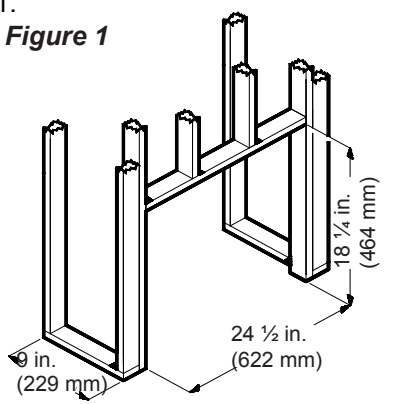
NOTE: The dimensions of the firebox are 26 in. (661 mm) wide X 18 ⅞ in. (480 mm) high X 8 ¾ in. (223 mm) deep. The firebox does not require any additional venting.

Mantel Installation

Install the fireplace into the mantel (refer to mantel assembly instructions).

IMPORTANT: If not using a Dimplex mantel, the fireplace must be installed in an enclosure with the following **minimum** internal/opening dimensions - Figure 1.

Figure 1



Installation

New Wall Construction

1. Mark the desired location on the floor and store the fireplace in a safe, dry and dust free location.
2. Use studs to frame an opening of 24 ½ in. (622 mm) wide X 18 ¼ in. (463.6 mm) high X 8 ⅞ in. (225.5 mm) deep. (Figure 1)

Option #1 - The power cord can be lead from behind the trim and along the wall to an outlet near the fireplace.

Option #2 - A new outlet can be installed inside the new frame construction. Plug the unit into a 15 Amp/120 Volt outlet.

! NOTE: A 15 Amp, 120 Volt circuit is required. A dedicated circuit is preferred but not essential in all cases. A dedicated circuit will be required if, after installation, the circuit breaker trips or fuse blows on a regular basis when the heater is operating. Additional appliances on the same circuit may exceed the current rating of the circuit breaker.

Option #3 - Hardwire

1. Wire a dedicated, properly fused circuit with 120 Volt, 15 Amp rating. Allow up to 8 feet of service cable for connecting power supply to junction box on fireplace when installing after finishing wall.

Figure 2

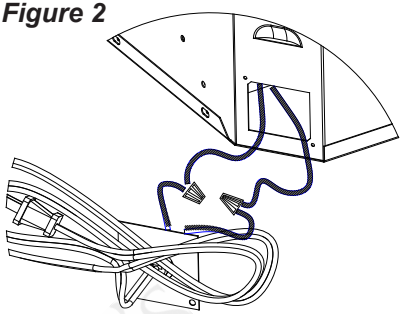
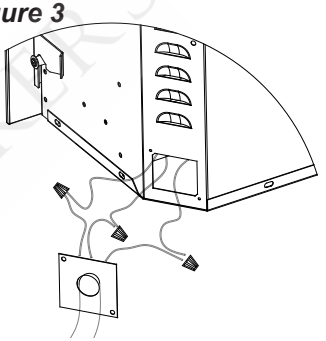


Figure 3



⚠ CAUTION: Use two conductor, non-metallic sheath cable with ground wire (3 wires total) for the incoming power supply on fireplace inserts. Use appropriate wire to meet local and national electrical codes for rated power

QUEBEKERS SINCE 1951

consumption.

2. Remove the outer jacket and strip the individual conductor from the end.
3. Loosen the screw securing the junction box cover and remove the cover.
4. Take the cables out from the junction box, loosen the two wire twist nuts and remove the cord set (Figure 2).
5. Route the power supply wire through the knockout on supplied alternative junction box cover and secure with a wire clamp (not supplied) (Figure 3).
6. Connect the black wire (live) from the unit to the black wire from power supply (Figure 3).
7. Connect the white wire (neutral) from the unit to the white wire from power supply (Figure 3).
8. Connect the green wire (ground) from the unit to the green wire from power supply (Figure 3).
9. Place all connectors inside the unit and secure the junction box cover to unit. Ensure that the cable clamp grips only the jacket of service cable.

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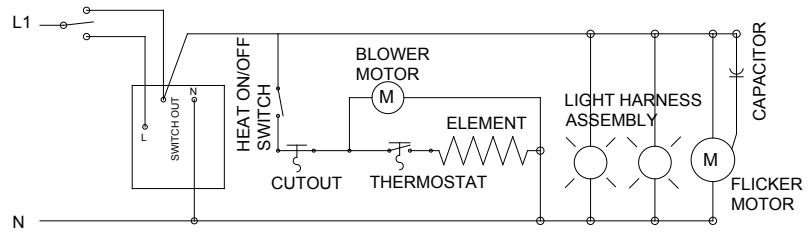
Wiring

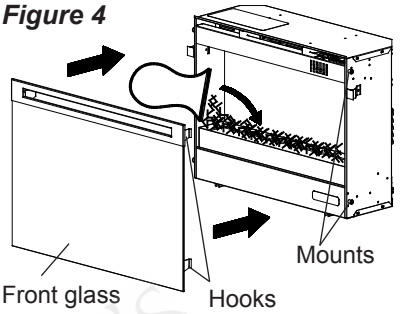


Installation

Final Steps

Carefully pour and evenly distribute the supplied glass rock media on the front tray of the firebox (Figure 4). Once complete, hang the front glass assembly on the mounts of the firebox.

Figure 4



Operation

WARNING: This electric firebox must be properly installed before it is used.

Manual Controls

A. 3-Position Switch

The switch has two On positions marked " **I** " and " **II** ".

The " **I** " position is for manual operation. In this position the built-in remote control is by-passed.

The " **II** " position is for operating the unit with the provided remote control. When in the remote control (" **II** ") position the unit is operated with the ON and OFF buttons of the remote control.

When the switch is in the center " **O** " position the unit is off.

B. Heater On/Off Switch

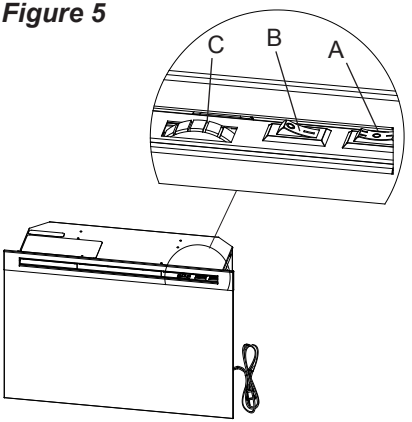
The Heater On/Off Switch supplies power to the heater fan and the heater element. When the switch is in the On position, the heater operates if the thermostat calls for heat.

C. Heater Thermostat Control

To adjust the temperature to your individual requirements, turn the thermostat control clockwise all the way to turn on the heater. When the room reaches the desired temperature, turn the thermostat knob counter-clockwise until you hear a click. Leave in this position to maintain the room temperature at this setting. For additional heat, turn clockwise un-

GOEDHKER'S

Figure 5



til you hear the click again and the heater will turn on.

! **NOTE:** The heater on your fireplace may emit a slight, harmless odor when first used. This odor is a normal condition caused by the initial heating of internal heater parts and will not occur again.

Resetting the Temperature Cutoff Switch

Should the heater overheat, an automatic cut out will turn the fireplace off and it will not come back on without being reset. It can be reset by switching the Three Position On/Off switch to Off and waiting five minutes before switching the unit back on.

⚠ **CAUTION:** If you need to continuously reset the heater, disconnect power and call Dimplex customer service at 1-888-DIMPLEX (1-888-346-7539).

Remote Control

The fireplace is supplied with an integrated on/off remote control (Figure 6)

! **NOTE:** Ensure that the fireplace's Three Position switch is set to the remote control ("**II**") setting (Figure 6A).

To operate, push the ON button to turn fireplace on, push the OFF button to turn the fireplace off.

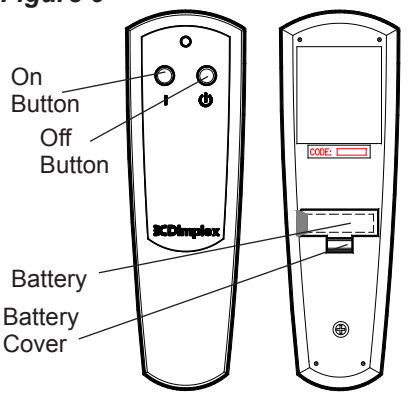
Remote Initialization/Reprogramming

In the event that your remote control ceases to operate your fireplace, follow these steps to re-initialize the remote control and the remote control receiver in the fireplace:

1. Place the 3-Position Switch (Figure 6A) in the Off (" **O** ") position.
2. Wait a minimum of five (5) seconds and then place the 3-Position Switch in the remote (" **II** ") position.

☛ Operation

Figure 6



3. **Within** 10 seconds of changing the switch position, press the ON button located on the remote control (Figure 6). This will synchronize the remote control and the remote control receiver.

! **NOTE:** You will have only 10 seconds to perform this last step. Failure to do so will result in these steps needing to be followed again.

Battery Replacement (Figure 7)

To replace the battery:

1. Slide battery cover open on the remote control.
2. Install one (1) 12-Volt (A23) battery in the battery holder.
3. Close the battery cover.

Battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area.

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Maintenance

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

NOTE: The fireplace should not be operated with an accumulation of dust or dirt on or in the unit, as this can cause a build up of heat and eventual damage. For this reason the heater must be inspected regularly, depending upon conditions and at least at yearly intervals.

Light Bulb Replacement

Light bulbs need to be replaced when you notice a dark section of the flame. There are 2 bulbs under the media tray, which generate the flames.

Light Bulb Requirements

Quantity of two clear chandelier or candelabra bulbs with an E-12 (small) socket base, 60 Watt rating. Example: GE 60BC or Philips 60 CTC. **Do not exceed 60 Watts per bulb.**

Helpful Hints: It is a good idea to replace both light bulbs at one time if they are close to the end of their rated life. Group replacement will reduce the number of times you need to open the unit to replace light bulbs. Care must be taken when removing the media tray.

Replacing the Light Bulbs:

CAUTION: Allow at least five minutes for light bulbs to cool before touching bulbs to avoid accidental burning of skin.

1. Carefully remove the front glass assembly. Be aware that some of the glass media may fall out of the tray (Figure 7).
2. Empty the tray of glass media.

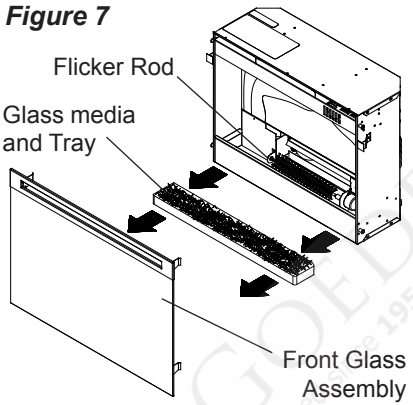
CAUTION: Handle glass media with care as some pieces may have sharp edges.

3. Lift the tray up and remove from firebox.
4. Pull flicker rod towards the motor and bend gently to remove the opposite end from the support bracket.
5. Remove flicker rod from motor (see Figure 7).
6. Unscrew bulb(s) counter clockwise.
7. Insert new bulb(s).
8. Push the flicker rod back onto

motor shaft and replace opposite end of flicker rod back into support bracket.

9. Replace media tray back into firebox.
10. Gently pour and evenly spread the glass media.
11. Replace glass assembly.

Figure 7



Glass Cleaning

The front glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the front glass may collect dust particles, these can be removed by dusting lightly with a clean dry cloth.

To remove fingerprints or other marks, the glass can be cleaned with a damp cloth. The glass should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners or spray liquids on the glass surface.

Fireplace Surface Cleaning

To remove fingerprints or other marks, the exterior finish can be cleaned with a damp cloth with a mild detergent. The surface should be completely dried with a lint free cloth to prevent water spots.

Warranty

Products to which this limited warranty applies

This limited warranty applies to your newly purchased Dimplex electric fireplace. This limited warranty applies only to purchases made in any province of Canada except for Yukon Territory, Nunavut, or Northwest Territories or in any of the 50 States of the USA (and the District of Columbia) except for Hawaii and Alaska. This limited warranty applies to the original purchaser of the product only and is not transferable.

Products excluded from this limited warranty

Light bulbs are not covered by this limited warranty and are the sole responsibility of the owner/purchaser. Products purchased in Yukon Territory, Nunavut, Northwest Territories, Hawaii, or Alaska are not covered by this limited warranty. Products purchased in these States, provinces, or territories are sold AS IS without warranty or condition of any kind (including, without limitation, any implied warranties or conditions of merchantability or fitness for a particular purpose) and the entire risk of as to the quality and performance of the products is with the purchaser, and in the event of a defect the purchaser assumes the entire cost of all necessary servicing or repair.

What this limited warranty covers and for how long

Products, other than fireplace surrounds (mantels) and trims, covered by this limited warranty have been tested and inspected prior to shipment. Subject to the provisions of this warranty, Dimplex warrants such products to be free from defects in material and workmanship for a period of 2 years from the date of the first purchase of such products as follows: (a) a repair or replacement warranty on defective products or parts, including in-home services, for the first year following the date of first purchase; and (b) thereafter, a replacement of parts warranty on defective products and parts (with no in-home services) for the 1 year period commencing on the first anniversary of first purchase and ending on the second anniversary of the date of first purchase.

Dimplex fireplace surrounds (mantels) and trims covered by this limited warranty have been tested and inspected prior to shipment and, subject to the provisions of this warranty, Dimplex warrants such products to be free from defects in material and workmanship for a period of 1 year from the date of first purchase of such products. Warranty services do not include in-home services.

The limited 2 year warranty period for products other than fireplace surrounds (mantels) and trims and the limited 1 year warranty period for fireplace surrounds (mantels) and trims also applies to any implied warranties that may exist under applicable law. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to the purchaser.

What this limited warranty does not cover

This limited warranty does not apply to products that have been repaired (except by Dimplex or its authorized service representatives) or otherwise altered. This limited warranty does further not apply to defects resulting from misuse, abuse, accident, neglect, incorrect installation, improper maintenance or handling, or operation with an incorrect power source.

Warranty

What you must do to get service under this limited warranty

Defects must be brought to the attention of Dimplex Technical Service by contacting Dimplex at 1-888-DIMPLEX (1-888-346-7539), or 1367 Industrial Road, Cambridge Ontario, Canada N1R 7G8. Please have proof of purchase, catalogue/model and serial numbers available when calling. Limited warranty service requires a proof of purchase of the product.

What Dimplex will do in the event of a defect

In the event a product or part covered by this limited warranty is proven to be defective in material or workmanship during (i) the 2 year limited warranty period for products other than fireplace surrounds (mantels) and trims, and (ii) the 1 year limited warranty period for surrounds (mantels) and trims, you have the following rights:

- Limited warranty service will be performed solely by dealers or service agents of Dimplex authorized to provide limited warranty services.
- **For products (other than surrounds (mantels) and trims) for the period ending at midnight on the first anniversary of the date of first purchase**, Dimplex will in its sole discretion either repair or replace such defective product or part without charge. If Dimplex is unable to repair or replace such product or part, or if repair or replacement is not commercially practicable or cannot be timely made, Dimplex may, in lieu of repair or replacement, choose to refund the purchase price for such product or part. This limited warranty entitles the purchaser to on-site or in-home warranty services. Accordingly, Dimplex will be responsible for all labour and transportation costs associated with the repair or replacement of the product or part except as follows: (i) charges may be levied for travel costs incurred to travel to the purchaser's site where the product is located if the purchaser's site is beyond 30 miles (48 km) from the closest service depot of Dimplex's dealer or service agent; and (ii) the purchaser is solely responsible for providing clear access to all serviceable parts of the product.
- **For products (other than surrounds (mantels) and trims) for the period commencing at 12:01 a.m. on the day after the first anniversary of the first purchase and ending at midnight on the second anniversary of the date of first purchase**, this limited warranty entitles the purchaser to replacement parts only without charge. If Dimplex is unable to replace such part, or if replacement is not commercially practicable or cannot be timely made, Dimplex may, in lieu of replacement, choose to refund the purchase price for such part. The purchaser shall not be entitled to on-site or in-home warranty services. The purchaser shall be responsible for all expenses incurred for the removal of the part and installation of the replacement part including, without limitation, all shipping costs and transportation costs to and from the authorized dealer's or service agent's place of business and all labour costs. Such costs shall not be the responsibility of

Dimplex.

- **For surrounds (mantels) and trims for the period ending at midnight on the first anniversary of the date of first purchase,** Dimplex will in its sole discretion either repair or replace such defective surrounds (mantels) and trims or part thereof without charge. If Dimplex is unable to repair or replace such product or part, or if repair or replacement is not commercially practicable or cannot be timely made, Dimplex may, in lieu of repair or replacement, choose to refund the purchase price for such product or part. The purchaser shall not be entitled to on-site or in-house services. The purchaser is responsible for all expenses incurred for repair or replacement of such product or part including, without limitation, all shipping costs and transportation costs to and from the authorized dealer's or service agent's business and all labour costs. Such costs shall not be the responsibility of Dimplex.
- On-site or in-home services not provided under this warranty may be performed at the purchaser's specific request and expense at Dimplex's then-current rates for such services.

What Dimplex and its dealers and service agents are also not responsible for:

IN NO EVENT WILL DIMPLEX, OR ITS DIRECTORS, OFFICERS, OR AGENTS, BE LIABLE TO THE PURCHASER OR ANY THIRD PARTY. WHETHER IN CONTRACT, IN TORT, OR ON ANY OTHER BASIS, FOR ANY INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL, OR INCIDENTAL LOSS, COST, OR DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE SALE, MAINTENANCE, USE, OR INABILITY TO USE THE PRODUCT, EVEN IF DIMPLEX OR ITS DIRECTORS, OFFICERS, OR AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES, COSTS OR DAMAGES, OR IF SUCH LOSSES, COSTS, OR DAMAGES ARE FORESEEABLE. IN NO EVENT WILL DIMPLEX, OR ITS OFFICERS, DIRECTORS, OR AGENTS BE LIABLE FOR ANY DIRECT LOSSES, COSTS, OR DAMAGES THAT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE PURCHASER.

How State and Provincial law apply

This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction. The provisions of the United Nations Convention on Contracts for the Sale of Goods shall not apply to this limited warranty or the sale of products covered by this limited warranty.

Replacement Parts

Blower Assembly (Cutout)	2200491100RP
Flicker Motor	2000210200RP
Flicker Rod	5901110100RP
Thermostat	2300150100RP
Light Harness	2500400500RP
Heater On/Off Switch	2800070700RP
3-Position Switch	2800071100RP
Remote Control	3000370500RP
Remote Control Receiver	3000380200RP
Cord Set	4100040900RP
Front Glass Assembly (DFG2562, DFG253A)	1020230478RP
Front Glass Assembly (DFG2562SS)	1020230280RP
Partially Reflective Glass	5901410200RP
Control Knob	8801080100RP

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